



**independent police
investigative directorate**

Department:
Independent Police Investigative Directorate
REPUBLIC OF SOUTH AFRICA

Technical Indicator Description

For

Annual Performance Plan

2023/2024

1. INTRODUCTION

The Independent Police Investigative Directorate presents the technical indicator description document. The technical indicator description is one of the key requirements from the National Treasury, as provided for in the Revised Framework for Strategic Planning and Annual Performance Plan. Each and every performance indicator will have a Technical Indicator Description, known as the TID.

1.1 A Technical Indicator Descriptor seeks to achieve the following:

- Identify the title of the strategic outcome oriented goal, objective or programme performance indicator
- Provide a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator
- Describe where the information comes from and how it is collected
- Describe clearly and specifically how the indicator is calculated (qualitative or quantitative)
- Provide how the portfolio of evidence required to verify the validity of data
- Identify factors that are accepted as true and certain to happen without proof
- Identify or specify the targeted vulnerable groups
- Reflect on contributions to spatial transformation priorities and impact areas
- Identify whether the reported performance is cumulative, or non-cumulative
- Identify if an indicator is reported quarterly, Bi-annual or annually
- Identify whether actual performance that is higher or lower than targeted performance is desirable
- Identify who is responsible for managing and reporting the indicator

1.2 In addition to the information above,

- The purpose of these definitions is to assist the Department in improving the reporting processes.
- It further ensures that the users of performance information identify with the terms and standards used thus eliminating misconceptions of the information reported.

- Furthermore, the TID forms as the basis for audit of predetermined objectives. The TID document must be read together with the Annual Performance Plan.

1.3 The Department has four programmes through which its objectives are achieved, namely:

- Programme 1: Administration
- Programme 2: Investigation and Information Management
- Programme 3: Legal and Investigation Advisory Services
- Programme 4: Compliance Monitoring and Stakeholder Management

2. Technical Indicator Description Tables per Budget Programme

2.1 Programme1: Administration

Indicator title	Percentage implementation of ICT Plan per year
Definition	This is the implementation of activities for planned projects/deliverables contained in the ICT Implementation Plan. The performance outputs will be based on the activities planned for each financial year and implemented in the same financial year.
Source/Collection of data	Approved ICT Implementation Plan, Quarterly Progress Reports and supporting documents where applicable.
Method of calculation/ Assessment	$(\text{Number of activities implemented} / \text{total number of planned activities}) \times 100$
Means of verification	ICT Progress reports
Assumptions	Sufficient funding and cooperation of service providers
Disaggregation of Beneficiaries	Not applicable
Spatial Transformation	Not applicable
Calculation type	Cumulative - year to date
Reporting cycle	Quarterly
Desired performance	70% implementation of planned activities
Indicator responsibility	Director: Information Communication Technology

Indicator title	Number of ICT Governance Polices approved
Definition	This is the number of ICT governance policies that will be developed/reviewed to achieve good governance. To ensure implementation of the corporate governance of ICT Framework, effective organizational structures and business processes, standards and

	compliance to these standards, which will ensure that the IPID's ICT supports and enables the achievement of IPID's strategies and outcomes. The performance outputs will be based on the total number of governance policies developed or reviewed then approved in a financial year.
Source/Collection of data	Approved ICT governance policies
Method of calculation/ Assessment	Simple count
Means of verification	Approved ICT policies
Assumptions	Adequate resources, availability of stakeholders, competency of stakeholders
Disaggregation of Beneficiaries	Not applicable
Spatial Transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Quarterly
Desired performance	4 Approved ICT governance policies
Indicator responsibility	Director: Information Communication Technology

Indicator title	Percentage implementation of annual Internal Audit Plan per year
Definition	This is the percentage implementation of planned projects / activities as per the approved three-year Annual Internal Audit Plan; including ad-hoc projects / activities. A project will be deemed finalised when management comments are received, considered, report finalised and signed by Director Internal Audit. In instances where management comments were not submitted to Internal Audit within specified timeframe, the report will be finalised and signed by Director Internal Audit without management comments.
Source/Collection of data	Approved Annual Internal Audit Plan and signed Internal Audit Reports
Method of calculation/ Assessment	$(\text{Number of planned activities implemented} / \text{total number of planned activities}) \times 100$
Means of verification	Signed Internal Audit reports
Assumptions	Availability of information for execution of planned activities
Disaggregation of Beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year end
Reporting cycle	Annually
Desired performance	90% implementation of planned audit projects/activities
Indicator responsibility	Director: Internal Audit

Indicator Title	Percentage implementation of risk mitigation strategies per year
Definition	These are risk mitigation strategies that will be implemented to mitigate the identified strategic risks during the financial reporting period.
Source/Collection of data	Approved Strategic Risk Register, Progress Report
Method of calculation/ Assessment	$(\text{Number of risk mitigation strategies implemented} / \text{total number of identified risk mitigation strategies}) \times 100$
Means of verification	Quarterly Strategic Risk Reports
Assumptions	Mitigations implemented
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	70% implementation of identified risk mitigation
Indicator responsibility	Director: Corporate Governance

Indicator title	Percentage vacancy rate per year
Definition	This is the level of funded vacant posts which the Department aims to maintain at 10% at all times. These are funded posts that are in the approved establishment.
Source/Collection of data	Vacancy Reports from PERSAL
Method of calculation/ Assessment	$(\text{Total number of funded vacant posts} / \text{total number of approved funded posts}) \times 100$
Means of verification	Vacancy Report
Assumptions	Skilled and competent applicants
Disaggregation of beneficiaries	Women: in line with recruitment plan Persons living with disability: in line with the recruitment plan Youth : in line with the recruitment plan
Spatial transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Quarterly
Desired performance	Vacancy rate maintained at 10%
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage implementation of Youth Development Strategy per year
Definition	This is the implementation of the approved Youth Development Strategy. The focus of the strategy is on recruitment of interns and learners to empower them through transference of skills and training. An Implementation Plan which outlines activities and deliverables was developed to ensure achievement of objectives of the strategy. The level of performance will be informed by the planned activities that were implemented for each financial year.
Source/Collection of data	Signed Quarterly progress reports on achieved activities as per the Implementation Plan of the Youth Development Strategy and supporting documents where applicable (e.g. registers, appointment letters, interns progress reports)
Method of calculation/ Assessment	$(\text{Number of activities implemented} / \text{total number of planned activities}) \times 100$
Means of verification	Implementation Plan vs quarterly progress report
Assumptions	Youth enrolled to the programme
Disaggregation of beneficiaries	Youth (18 to 35)
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	80% implementation of planned activities
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage representation of youth in the Department per year
Definition	This is the percentage of youth representation that the Department aims to achieve. These are persons between the age of 18 and 35.
Source/Collection of data	PERSAL Report: Data file
Method of calculation/ Assessment	$(\text{Number of posts occupied by youth} / \text{total number of filled posts}) \times 100$
Means of verification	Data file
Assumptions	Skilled and competent youth respond to advertised vacancies
Disaggregation of beneficiaries	Youth both male and female (18 to 35): 76
Spatial transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Bi-annual
Desired performance	19% of IPID staff comprised of youth
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage representation of women at Senior Management Service per year
Definition	This is the percentage of women which the department aims to employ and maintain at senior management service (SMS).
Source/Collection of data	PERSAL Report: Data file
Method of calculation/ Assessment	$(\text{Number of women at SMS level} / \text{total number of SMS filled posts}) \times 100$
Means of verification	Data file
Assumptions	Skilled and competent women respond to advertised vacancies
Disaggregation of beneficiaries	Women: 15
Spatial transformation	Not applicable
Calculation type	Non-Cumulative
Reporting cycle	Annual
Desired performance	50% of women employed at SMS level
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage representation of persons living with disabilities in the department per year
Definition	This is the percentage of persons living with disabilities which the Department aims to employ at any level.
Source/Collection of data	PERSAL Report: Data file
Method of calculation/ Assessment	$(\text{Number of position occupied by persons living with disabilities} / \text{total number of filled posts}) \times 100$
Means of verification	Data file Report
Assumptions	Skilled and competent persons with disability respond to advertised vacancies
Disaggregation of beneficiaries	Persons living with disabilities (both male and female): 12
Spatial transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Bi-annual
Desired performance	3% of persons living with disability employed
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage expenditure of goods and services from women owned enterprises per year
Definition	This is the percentage of expenditure of goods and services that were procured from the enterprises that are owned by women.
Source/Collection of data	LOGIS Report, Central Supply Database (CSD) and Excel Order Register
Method of calculation/ Assessment	(Total expenditure of procurement transactions from women owned enterprises / total expenditure of procurement transactions in the department) x 100
Means of verification	Signed report, Spreadsheet
Assumptions	Goods and services procured from compliant enterprises owned by women
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	40%
Indicator responsibility	Chief Financial Officer

2.2 Programme 2: Investigation and Information Management

Indicator title	Number of investigations of death in police custody that are decision ready per year
Definition	This is the number of investigations of death in police custody where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System generated report, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of death as a result of police action that are decision ready per year
Definition	This is the number of investigations of death as a result of police actions where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of discharge of an official firearm by a police officer that are decision ready per year
Definition	This is the number of investigations of discharge of an official firearm by a police officer where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of rape by police officer that are decision ready per year
Definition	This is the number of investigations of rape by police officer where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation Management

Indicator title	Number of investigations of rape while in police custody that are decision ready per year
Definition	This is the number of investigations of rape while in police custody where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Annual
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of torture that are decision ready per year
Definition	This is the number of investigations of torture where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of assault that are decision ready per year
Definition	This is the number of investigations of assault where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of corruption that are decision ready per year
Definition	This is the number of investigations of corruption where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of other criminal and misconduct matters referred to in section 28 (1)(h) of the IPID Act that are decision ready per year
Definition	This is the number of investigations of other criminal and misconduct matters referred to in section 28 (1)(h) of the IPID Act, where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of offences referred to in section 33 of the IPID Act that are decision ready per year
Definition	This is the number of investigations of offences referred to in section 33 of the IPID Act where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/MPS, or make a Policy related recommendation or a General Recommendation. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of approved systemic corruption investigations that are decision ready per year
Definition	This relates to the number of approved systemic corruption cases from current and previous financial years that are decision ready in the year under review. This includes current and backlog cases.
Source/Collection of data	System-general reports, case docket, case flow management system
Method of calculation/ Assessment	Simple count
Means of verification	System generated report
Assumptions	Quality investigation conducted
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Non-cumulative
Reporting cycle	Annual
Desired performance	Increased decision ready cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of cell inspections conducted at police stations per year
Definition	These inspections are conducted at SAPS police stations. Inspections are done to assess compliance of the detention facilities with international standards. This is to ensure compliance with both the constitution and international standards regarding the treatment of detainees.
Source/Collection of data	Inspection Reports
Method of calculation/ Assessment	Simple count
Means of verification	Signed Inspection Reports and Register
Assumptions	Cooperation of police officials and detainees
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative - year to date
Reporting cycle	Quarterly
Desired performance	Improved compliance levels
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Percentage of dockets referred to the National Prosecution Authority within 30 days of being signed off per year
Definition	This is the percentage of dockets referred to the NPA within 30 days of being signed off. Performance for dockets signed off in the quarter under review but received by the NPA in the next quarter will be accounted and reported for in the next quarter (period in which the docket was received by the NPA).
Source/Collection of data	Master Register, Referral Reports, acknowledgement by NPA either by an NPA stamp and/or signature with full details of a designated NPA officials
Method of calculation/ Assessment	$(\text{Number of referral reports submitted within 30 days} / \text{total number of referral reports submitted to NPA}) \times 100$
Means of verification	Referral Reports and Register
Assumptions	Approved reports are referred to stakeholders
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90% of reports are submitted within 30 days after approval
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Percentage of recommendation reports referred to South African Police Service and Municipal Police Services within 30 days of being signed off per year
Definition	This is the percentage of recommendation reports referred to SAPS/MPS within 30 days of recommendation report being signed off. Performance for recommendation reports signed off in the quarter under review but received by SAPS/MPS in the next quarter will be accounted and reported for in the next quarter (period in which the recommendation report was received by SAPS/MPS).
Source/Collection of data	Master Register, Recommendation Report with acknowledgement of receipt by SAPS/MPS either by a SAPS stamp and/or signature with full details by a designated SAPS official
Method of calculation/ Assessment	$(\text{Number of recommendation reports submitted within 30 days} / \text{total number of recommendation reports submitted to SAPS/MPS}) \times 100$
Means of verification	Recommendation Report and Register
Assumptions	Approved reports are referred to stakeholders
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date

Reporting cycle	Quarterly
Desired performance	90% of reports are submitted within 30 days after approval
Indicator responsibility	Chief Director: Investigation & Information Management

2.3 Programme 3: Legal and Investigation Advisory Services

Indicator title	Percentage of legal advice provided to investigators within 2 working days of receipt per year
Definition	This is the percentage of legal advice and guidance provided to the investigators within 2 working days. Performance for legal advice/guidance requests received in the quarter under review and finalisation due date (2 working days) is in the next quarter will be accounted and reported for in the next quarter. Requests received in the last quarter of the financial year whose finalisation due date (2 working days) is in the next financial year, those requests will be carried over, accounted and reported for in the new financial year.
Source/Collection of data	Registers, Files, Emails, WhatsApp messages
Method of calculation/ Assessment	(Number of legal advices provided within 2 working days / total number of requests received) x 100
Means of verification	Incoming and outgoing document records, documented legal advise
Assumptions	Availability of systems
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	95% of legal advices are provided within 2 working days
Indicator responsibility	Director: Investigation Advisory Services

Indicator title	Percentage of legal advice provided to the Department within 30 working days of receipt per year
Definition	This is the percentage of legal advice and opinion provided to the Department within 30 working days. Performance for legal advice/guidance requests received in the quarter under review and finalisation due date (30 working days) is in the next quarter, those requests will be carried over to the next quarter. The performance will be accounted and reported for in the next quarter. Requests received in the last quarter of the financial year whose finalisation due date (30 working days) is in the next financial year, those requests will be carried over, accounted and reported for in the new financial year.
Source/Collection of data	Registers and Files
Method of calculation/ Assessment	$(\text{Number of legal advices provided within 30 working days} / \text{total number of requests received}) \times 100$
Means of verification	Incoming and outgoing document records, documented legal advice
Assumptions	<ul style="list-style-type: none"> • Availability of systems • All required information is available
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	80% legal advices are provided within 30 working days
Indicator responsibility	Director: Litigation Services

Indicator title	Percentage of litigation matters referred with instructions to the state attorney within 10 working days of receipt per year
Definition	This is the percentage of litigation matters referred with instructions to the state attorney within 10 working days. Performance for litigation matters received in the quarter under review and finalisation due date (10 working days) is in the next quarter will be accounted and reported for in the next quarter. Requests received in the last quarter of the financial year whose finalisation due date (10 working days) is in the next financial year, those requests will be carried over, accounted and reported for in the new financial year.
Source/Collection of data	Registers and Files
Method of calculation/ Assessment	$(\text{Number of litigation matters referred with instruction to the state attorney within 10 working days} / \text{total number of requests received}) \times 100$
Means of verification	Incoming and outgoing records, instruction letter
Assumptions	Relevant information is available
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	100% of litigation matters referred within 10 working days
Indicator responsibility	Director: Litigation Services

Indicator title	Percentage of contracts and service level agreements finalised within 30 working days of request per year
Definition	This is the percentage of new contracts and Service Level Agreements (SLA) that are drafted, negotiated and executed within 30 working days after receipt of the request; including Addendums to existing contracts. Performance for contracts/SLAs requests received in the quarter under review and finalisation due date (30 working days) is in the next quarter will be accounted and reported for in the next quarter. Requests received in the last quarter of the financial year whose finalisation due date (30 working days) is in the next financial year, those requests will be carried over, accounted and reported for in the new financial year.
Source/Collection of data	Registers and Files
Method of calculation/ Assessment	(Number of contracts and SLAs finalised within 30 working days/ total number of requests received) x 100
Means of verification	Incoming and outgoing records, signed contract/SLA
Assumptions	Availability of required information
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90% contracts and SLAs are finalised within 30 working days
Indicator responsibility	Director: Litigation Services

2.4 Programme 4: Compliance Monitoring & Stakeholder Management

Indicator title	Number of formal engagements held with key stakeholders per year
Definition	This is the number of community outreach events conducted and meetings held with stakeholders that have an interest in the work of IPID or whose work impacts on the mandate of IPID at both National and Provincial level. These engagements will include other organs of state, NGOs and South African citizen amongst others.
Source/Collection of data	Community outreach: signed feedback reports, attendance register where possible, photos, emails where possible Meetings with other stakeholders: signed feedback reports, attendance register (signed/downloaded/snapshot), and minutes
Method of calculation/ Assessment	Simple count
Means of Verification	Register, Signed Reports and supporting documents
Assumptions	Cooperation of stakeholders
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased number of stakeholders engaged
Indicator responsibility	Director: Communications and Marketing

Indicator title	Number of media programmes held per year
Definition	This is the number of media programmes initiated by IPID that are aimed at restoring public trust and public confidence and managing perceptions about IPID.
Source/Collection of data	Signed Feedback Reports and Supporting Documents (media statements/advisory, snapshots of interviews, articles, photos and programme for the day if possible)
Method of calculation/ Assessment	Simple count
Means of verification	Signed feedback report and supporting evidence
Assumptions	Cooperation of media
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative-year to date
Reporting cycle	Quarterly
Desired performance	Increased media programmes

Indicator responsibility	Director: Communications and Marketing
Indicator title	Number of station lectures conducted per year
Definition	This is the number of awareness trainings conducted per annum for SAPS and MPS members on IPID legislative mandate and SAPS reporting obligations and processes in line with IPID Act. It will contribute towards the professionalization of the police service by reducing acts of criminality and misconduct.
Source/Collection of data	Signed feedback reports, attendance register, and photos
Method of calculation/ Assessment	Simple count
Means of Verification	Signed Reports and supporting documents
Assumptions	Cooperation of SAPS and MPS
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	Increased number of station lecture awareness campaigns
Indicator responsibility	Director: Communications and Marketing

Indicator title	Percentage of recommendations referred to SAPS and MPS that are analysed per year
Definition	These are recommendations referred to SAPS and MPS during the current financial year that are then analysed to determine the quality thereof. The findings are recorded and shared with respective office to improve quality of recommendations.
Source/Collection of data	SAPS and MPS Master Register, signed copy of register with a date of when the analysis was done
Method of calculation/ Assessment	$(\text{Number of recommendations analysed} / \text{the total number of recommendations forwarded to SAPS and MPS}) \times 100$
Means of verification	Master Register and emails
Assumptions	Recommendation reports are generated
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90% of referred recommendations are analysed
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage of criminal referrals forwarded to the NPA that are analysed per year
Definition	These are criminal referrals that were forwarded to the NPA in the current financial year that are then analysed to determine the quality thereof. The findings are recorded and shared with respective office to improve quality of criminal referrals.
Source/Collection of data	NPA Master Register and signed copy of register with a date of when the analysis was done
Method of calculation/ Assessment	(Number of criminal referrals analysed / the total number of criminal referrals forwarded to NPA) X 100
Means of verification	Signed referrals and register
Assumptions	Criminal Referrals generated
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90% of criminal referrals are analysed
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage of disciplinary outcomes from SAPS and MPS that are analysed within 30 days of receipt per year
Definition	<p>These are outcomes received from the SAPS and MPS on the final outcome of recommendations that IPID submitted to SAPS and MPS. The outcomes are assessed and a decision is made on whether provincial management agrees or disagrees with the outcome within 30 days of receipt. These are outcomes on negative recommendations that were submitted during the current financial year and previous financial years and response or feedback is received in the current financial year. The comments on whether to agree or disagree with the outcome are captured on the correspondence received and also on the master register for each outcome.</p> <p>Responses that are not yet analysed by end of quarter/financial year and the finalisation due date (30 days) falls within the next quarter/financial year, those responses will be carried over, accounted and reported for in the new quarter/financial year.</p>
Source/Collection of data	Master Register, SAPS/MPS Response, Proof of receipt
Method of calculation/ Assessment	(Number of responses analysed within 30 days/ total number of response received from the SAPS and MPS) X 100
Means of verification	Master Register, SAPS/MPS Response with date of receipt by IPID, Analysis conclusion
Assumptions	SAPS and MPS submits n disciplinary outcomes to IPID
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	80%
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage of response from the NPA that are analysed within 30 days of receipt per year
Definition	<p>These are responses received from the NPA on whether to prosecute or not to prosecute. The responses are assessed and a decision is made on whether provincial management agree or disagrees with the outcome. These are responses on criminal referrals that were submitted during the current and previous financial years whose response was analysed during the current financial year. The comments on whether to agree or disagree with the response are captured on the correspondence received and also on the register.</p> <p>Responses that are not yet analysed by end of quarter/financial year and the finalisation due date (30 days) falls within the next quarter/financial year, those responses will be carried over, accounted and reported for in the new quarter/financial year.</p>
Source/Collection of data	Master Register, NPA Response with date of receipt by IPID, signed list of outcomes or comments with signature by provincial management and with date of receipt and date of analysis
Method of calculation/ Assessment	(Number of responses analysed within 30 days/ the total number of responses received from the NPA) X 100
Means of verification	Register and response/feedback reports indicating record of which the outcome was analysed and received
Assumptions	NPA responses are submitted to IPID
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	80% of received responses are analysed within 30 days
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage of SAPS disciplinary outcomes taken on review within 60 days of analysis per year
Definition	<p>The outcomes from the police service that Provincial management were not in agreement with, must be taken for review within 60 days of being analysed. This is will also address challenges where the sanction does not fit the offence.</p> <p>Reviews that are not yet referred for review by end of quarter/financial year and due date (60days) falls within the next quarter/financial year, those will be carried over, accounted and reported for in the new quarter/financial year.</p>
Source/Collection of data	Master Register, SAPS outcome with date of receipt by IPID
Method of calculation/ Assessment	(Number of reviews referred to SAPS within 60 days/ the total number of outcomes not agreed with) X 100
Means of verification	Outcome, Master Register, proof of analysis
Assumptions	SAPS outcomes are submitted to IPID
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90%
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage of NPA prosecution decision taken on review within 60 days of analysis per year
Definition	The outcomes from the NPA that Provincial management were not in agreement with, must be taken for review within 60 days of being analysed. Reviews that are not yet referred for review by end of quarter/financial year and due date (60days) falls within the next quarter/financial year, those will be carried over, accounted and reported for in the new quarter/financial year.
Source/Collection of data	Master Register, NPA response with date of receipt by IPID
Method of calculation/ Assessment	(Number of reviews referred to NPA within 60 days/ the total number of responses not agreed with) X 100
Means of verification	Outcome, Master Register, proof of analysis
Assumptions	NPA responses are submitted to IPID
Disaggregation of beneficiaries	Not applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year to date
Reporting cycle	Quarterly
Desired performance	90%
Indicator responsibility	Director: Compliance Monitoring

Indicator title	Percentage implementation of Access and Awareness Rural Strategy per year
Definition	This is the implementation of activities contained in the approved implementation plan of the Access and Awareness Rural Strategy. The performance outputs will be based on planned activities for each financial year and implemented in the same financial year. The aim of the strategy is to create awareness to accelerate service delivery at rural areas.
Source/Collection of data	Signed Quarterly progress reports on the implementation of the Access and Awareness Rural Strategy in achieving the set quarterly and annual targets
Method of calculation/ Assessment	(number of targets achieved / total number of planned targets) x 100
Means of verification	Implementation strategy vs quarterly progress report
Assumptions	Cooperation of identified key stakeholders
Disaggregation of beneficiaries	Not Applicable
Spatial transformation	Not applicable
Calculation type	Cumulative – year end
Reporting cycle	Quarterly
Desired performance	60% implementation of planned activities
Indicator responsibility	Director: Communications and Marketing